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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I was involved as a sales consultant in the telecom industry for years, when the North Bay hosted Telecom Alley back in the 90's. Entrepreneurship was open and the cream made it to the top with equipment, digital vs. analog capabilities and offering of more services to the consumer.

For me, it's all about CUSTOMER SERVICE...I saw Sonic grow from a very small company sharing the same building that I was co-located in Novato, to one that I am proud to say that I subscribe to. Having been an employee of Pac Bell before deregulation I was very proud to be a part of the Pac Bell family. But, since then, the Bell companies, aka AT&T have become impersonal; therefore, I feel that little companies like Sonic be part of the consumer marketplace for internet services.

I find smaller companies offer customer service bar none...we need Sonic and other companies like them - they are just better at responding to consumer issues and are in many ways, INNOVATORS.

Keep the small companies alive...they are essential to us - whether it be urban or rural companies, they are needed.

Cynthia Burkey